



CITY OF LOS ALTOS

Parks & Recreation

VOLUNTEER PROGRAM OVERVIEW

Mission Statement

The Volunteer Program seeks to foster community growth and involvement by engaging volunteers in City of Los Altos Parks & Recreation programs and projects.

Expectations

- Volunteers should always behave in a professional manner and dress appropriately
- Volunteers should give their best effort to complete tasks or responsibilities
- Volunteers should arrive on time and stay the duration of their agreed upon shift
- The City of Los Altos provides a safe, welcoming, and supportive environment for its volunteers
- Cooperation and teamwork from everyone involved
- Clear communication between volunteers, staff, and other departmental representatives

Policies & Procedures

All volunteers must be a minimum of 14 years of age, and are required to complete a volunteer application prior to starting their volunteer assignment(s). Volunteer applications can be found at losaltosca.gov/volunteer or a hard copy may be obtained by contacting the Los Altos Parks & Recreation Department by email at rec-info@losaltosca.gov or by phone at 650-947-2790.

Below is a list of additional forms required to become a volunteer:

- Volunteer Registration Form
- Release and Waiver of Liability Form (Individual or Group)

Parks & Recreation Staff will send potential volunteer the forms required.

Any volunteer aged 18 or older is considered an adult volunteer and must work with the City of Los Altos Human Resources Department to obtain proper screening documents. It is the responsibility of Parks & Recreation Staff to coordinate the background check process with the volunteer and the Human Resources Department. It is the responsibility of the volunteer to complete the screening process in a timely manner, and wait until they receive clearance before starting their volunteer role.

Adult volunteers must have verification that both the application and background check are complete in order to volunteer with the City.

For volunteers between the ages of 14 - 17, the same process would apply. The volunteer must have verification that both the application, waiver, and background check through Livescan are complete prior to starting their volunteer responsibilities.

The Parks & Recreation staff maintains records of hours worked for specific programs within the department by City volunteers. Therefore, volunteers are asked to provide this information to staff when needed. All volunteers must check in and out for every volunteer assignment. If no timesheet is available at the site, please leave notice with staff that is coordinating the program via email or phone message of dates/hours worked. If for any reason a volunteer is unable to make a shift, it is their responsibility to contact staff and relevant program representatives as early as possible.

Volunteering with the Parks & Recreation Department is considered an at will situation. Volunteers may leave at any time, but are asked to inform the City of their departure with at least two weeks notice, if possible. The Parks & Recreation Department reserves the right to terminate a volunteer's association with the program at any time, and for any reason not prohibited by law.

Standard of Conduct

In the fulfillment of their tasks and responsibilities, volunteers are considered representatives of the City. Volunteers are expected to maintain a professional demeanor at all times. Volunteers should always abide by the policies and procedures set by the City. It is important to maintain a positive attitude and quality customer service while serving in a volunteer role. It is at the City's discretion as to whether volunteers meet the standard of conduct.

Training

The City will provide necessary equipment/tools/training to complete volunteer tasks and responsibilities. Pertinent training will be provided by program representatives.

